

## FREQUENTLY ASKED MAILROOM QUESTIONS

### 1. Q. How do I address a letter to an inmate?

A. In the Upper left hand corner of the envelope, you must have the name of sender and complete return address to include City, State, and Zip code. In the middle of the envelope, you must have the inmate's incarcerated name, SCDC #, Living/dorm unit, Name of Institution, complete address of the institution to include city, state, and zip code.

Note: If no return address or name is provided, the mail will be returned to the US. Post Office.

### Example:

Jane Doe 123 Green St. Charleston, SC 29451	Stamp
John Doe, 123456, A2-145X Kirkland Correctional Institution 4344 Broad River Road Columbia, South Carolina 29210	

### 2. Q. How do I find the dorm/living unit or the mailing address for an inmate?

A. Please call 803-896-4354 or 803-896-6207 and we will provide it for you.

### 3. Q. How many pictures can I send an inmate?

A. Only 10 pictures per envelope are permitted. If more than 10 pictures are sent, the inmate will have the option to only select 10 pictures, all others will be sent to contraband or discarded by the inmate.

Note: Inmate housed in RHU cannot receive any photos.

### 4. Q. Can I send cash, a check, or a money order to an inmate?

A. No. Family members and friends can make deposits into an inmate's Cooper Trust Fund account through JPay. Effective July 1st, all money orders must be sent with a deposit slip to JPay, P.O. Box 260177, Pembroke Pines, FL 33026. Money orders sent to the DOC or individual facility will be returned. All funds will be available to the inmate

within three business days of being received at the lockbox. All money orders must be made payable to JPay.

Money order deposit slip available in [English here](#).

Hoja de Deposito para Giros Bancarios disponible en [Espanol aqui](#).

**5. Q. How many newspaper/magazine clippings/cross word puzzle pages or info from the internet (except for info from SCDC website) may I send?**

A. Up to (5) pages per envelope, provided that the contents do not depict questionable material.

**6. Q. Can I send an inmate a Bible, Quran, magazine or a book?**

A. Inmates may receive single copies of publications from a publisher or publication supplier (Amazon or the Bookstore) if paid for in advance by the inmate, family member, or friend. A legitimate invoice on business stationary/company letterhead must be enclosed with the publication(s). Note: inmate who are in intake status, RHU may not receive any publications to include newspapers and magazines.

**7. Q. I sent an inmate mail a while ago, but he/she never received it. What should I do?**

A. The mailroom staff works diligently to process all incoming mail daily to approximately 26, 000 inmate across the state. If the mail was questionable for any reason (gang related, sexually explicit, drugs, guns, etc.) it may be delayed for investigation purposes. However, it could be returned to you, so please allow 2 weeks for it to be processed through the US Postal service.